



HUMAN RESOURCE MANAGEMENT

"Creative and Design Thinkers"

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JANUARY - MAY 2023

Human Resource Manpower Plan for RC Ayon General Merchandise

Link for video presentation:

<https://drive.google.com/file/d/1mXlvfbeyQIIL5mqQI54YIXbw2CQv0I6I/view?usp=drivesdk>

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Overview of the Business

RC Ayon General Merchandise was founded in 2008 at Regina Ville 2000 before relocating to Brgy. Inocencio Trece-Indang Road Trece Martires City, Cavite, Philippines 4109 in 2014. Rosemarie Cavestany Ayon and Sonny Ayon are the husband and wife team responsible for the successes of RC Ayon. RC Ayon is a wholesaler type of grocery that offers essential goods. Due to its low prices, local sari-sari shops frequently patronize this grocery store.

The ownership and management team includes the owner and financial managers, Sonny Ayon and Rosemarie Cavestany Ayon. One manager, Katleen Espinosa. Two cashiers, Jaeward Van Tique and Jherra Ann Arcega. One cleaner, Sheinna Benting. Two dicers, Hanz Kian Badao and Anjelyn Nalinga. And lastly, two-baggers, Jheric Cortona and Kristofferson Espinosa.

RC Ayon General Merchandise reports directly to the business owner as a sole proprietorship. RC Ayon's management staff comprises people who are either still in school or the primary provider for their families. Hiring them is meant to be a service to those in need. In addition, they pay for summer help by hiring their niece. The grocery store also had an initial estimated capital of 1.5 million pesos and an additional 5 million pesos in succeeding years.



Figure 1.1

Introduction

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Human resource management can be thought of as the formal mechanisms that are created in an organization to ensure that human talent is used effectively and efficiently to achieve organizational goals (Rosell et al., 2021)¹. In turn, human resource management is the process of inspiring employees to perform to their fullest potential in order to get the most out of their efforts starting from the day that they are recruited. Additionally, rapid socio-economic development and effective service delivery are dependent on human resources (Onah, 2008)². Development is not feasible without a sufficient, qualified, and motivated workforce working under an effective human resource management program.

An efficient workforce is one that is attracted, developed, and maintained through a set of organizational activities known as human resource management. Human resource management deals with hiring, staffing, maintaining, training and retraining, putting people in positions of authority, motivating them, paying them well, transferring them, and disciplining them (Griffin, 1997, as cited by Rosell et al., 2021)³. The performance of the employees in every organization is determined by the management of its human resources. This suggests that when employees are properly recruited, selected, supervised, cared for, appraised, and promoted on the job they will be committed to the job, remain devoted, and be productive in the workplace.

The paper's primary focus is on the human resource manpower plan. Many organizations nowadays need more managerial help when it comes to human resources. Therefore, the purpose of our human resource manpower plan is to provide people-centered and relevant human resource management in the general merchandise form of business with a form of ownership as a sole proprietorship. It also aims to support sustainable growth by encouraging long-term leadership development, promoting from within, and supporting sustainable growth by recruiting people who share the company's values.

The purpose of this paper shall respond to the following queries:

1. What kind of contributions are the employees making to the overall improvements of the RC Ayon General Merchandise?

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2. How should the activities of RC Ayon General Merchandise be modified in such a way as to make them more successful and increase their viability?

Role and Responsibilities of Team Members

The team members of this HR Manpower plan equally distributed the task. Every member is responsible for inputting the needed information and data for the paper. The group members are accountable for ensuring that all parts required for the paper will be completed and answered. In addition, before any decision, everyone will consult the overall work and make sure to have one decision at the end of every submission. The equal distribution of work will help the members complete their tasks efficiently and produce quality work.

Staff Management

Staff management is one of the most important ways to improve total performance, especially in unstable economic conditions (Temchenko et al., 2019)⁴. Only when people possess the required knowledge, skills, abilities, and purposefulness are high-quality results achievable. Continuous professional development and acquisition of new skills must be provided through education and training of the workforce. RC Ayon General Merchandise comprises the role and responsibilities of a sole proprietorship grocery store, the qualifications needed, and the number of employees needed. It entails assigning and working on the grocery store with the necessary human resources (Dutton, 1973)⁵. The second sub-topic is the time frame in which those resources will be required and implemented. This part involves personnel from RC Ayon General Merchandise, the calendar lists of each staff, and the time currently allotted for them. It ensures that the business fulfills all the deadlines and any subsequent chores before moving on to other duties to do so without delay (Martin et al., 2020)⁶. The third sub-topic is training for any labor with identified skills gaps. This part includes a framework of RC Ayon General Merchandise that organizes planning, carrying out, and evaluating training and talent as a cycle. It allows the grocery store to plan, monitor, and evaluate its





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training program for maximum effectiveness (Jindal & Shaikh, 2015)⁷. The fourth sub-topic includes the human resource development of the RC Ayon General Merchandise. It assures the efficacy and progress of the grocery store's whole workforce and the business. It equips the staff with the skills and knowledge essential for professional advancement (Werner & DeSimone, 2011)⁸.

A. Staff Acquisition or Recruitment and Selection

The roles necessary to carry out the business activities are broken down in depth below. It comprises the role and responsibilities, the qualifications needed, and the number of employees needed. It entails assigning and working on the business with the necessary human resources. Staffing entails hiring competent and qualified individuals to fill jobs in the organizational structure (Staffing: Recruitment and Selection, n.d.)⁹. According to Ms. Katleen Espinosa, the manager of RC Ayon General Merchandise. The selection process is conducted by establishing a "Staff Management Plan" wherein they identify what roles are needed in the grocery store; second, they also specify the number of people they need to hire for these roles. Additionally, she mentioned that when they hire employees, it is vital that they meet the standard required skills for the chosen position.

Staffing Management Plan

Role	Responsibility	Skills Required	Number of Staff Required
Financial	In charge of keeping track of finances. Manage records and receipts. Prepare financial statements and	Familiar with auditing, budget preparations, and invoices. Have organizational skills,	2

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	oversee the company's transactions.	strategic thinking, collaboration, and leadership.	
Manager	Good at managing staff. Maintains employees by orienting and giving them training. Ensure the safety and security of the work environment. Managers possess excellent communication, decision-making, and problem-solving skills.	An effective leader creates a vision—sets a direction to achieve goals. Communicate effectively. Managers should possess conceptual skills and decision-making skills.	1
Cleaner	The cleaner should perform and document routine inspections. Report maintenance activities to the manager. Maintains clean facilities.	Knowledge of public safety and security. Ability to organize time and workload. Physically fit and able to remain calm. Have good customer service skills and be able to pay close attention to the details.	1
Dicer	Dicer should Monitor inventory, ensuring time ordering and deliveries. Check expiration dates and damaged products. Submit reports regularly.	Product knowledge and selling skills. Create sales strategies. Provide excellent customer service. Possessing communication skills. Work flexibly. Hardworking and Honest.	2
Cashier	Manage transactions with customers. Ensure pricing is accurate. Issue receipts, refunds, and changes. Being polite, patient, and having a positive attitude toward customers.	Attention to detail. Active listening. Effective customer service skills. Positive attitude. Good at teamwork and building customer loyalty. Time management and interpersonal skills.	2
Bagger	Carefully packed purchased items of the customers. Provide exceptional customer service. Assist customers with their bagged	Good communication skills. Possess excellent customer service. Know how to engage with customers. Hardworking	2

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	groceries.	and Honest.	
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Table 1.1

B. Resource Calendars

A resource calendar's primary goal is to increase a manager's capacity to effectively utilize the resources at their allocation (Indeed Editorial Team, 2022)¹⁰. As shown in the table below, each resource has its designated role, wherein the personnel's schedules in the business can be tracked effectively. According to Ms. Katleen Espinosa, the manager of RC Ayon General Merchandise. They perform business outings once a year, an informal get-together for staff and employers to unwind, as it enhances motivation, productivity, and engagement in the workplace. She further mentioned that they have a calendar of events and employees in which they track when staff members will be available and the date of expected supply delivery. Additionally, she stated that other employees are not permitted to accept deliveries from suppliers on the days that the dicer and manager are on the day off.

Calendar of Business Activities

JAN	FEB	MAR	APR	MAY	JUN
			Business Outing - every holy week		
JUL	AUG	SEP	OCT	NOV	DEC
					Christmas Party

Table 2.1

Calendar of Delivery Supplies

Sund ay	Monday	Tuesd ay	Wednesd ay	Thursd ay	Friday	Saturday
	<ul style="list-style-type: none"> • Tiwi • Suysing • Gardeni 		<ul style="list-style-type: none"> • Suysing • Marby 		<ul style="list-style-type: none"> • Mang Kiko • KC 	<ul style="list-style-type: none"> • Suysing • Sweet





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Table 2.2

Calendar of Employee's Availability

Resource	Role	MON	TUE	WED	THU	FRI	SAT	SUN
Sonny Ayon	Owner, Financial	10 AM to 7 PM	10 AM to 7 PM	10 AM to 7 PM	10 AM to 7 PM	10 AM to 7 PM	10 AM to 7 PM	10 AM to 7 PM
Rosemarie Cavestany Ayon	Owner, Financial	10 AM to 7 PM	10 AM to 7 PM	10 AM to 7 PM	10 AM to 7 PM	10 AM to 7 PM	10 AM to 7 PM	10 AM to 7 PM
Katleen Espinosa	Manager	6 AM to 3 PM	6 AM to 3 PM	6 AM to 3 PM	6 AM to 3 PM	Day Off	6 AM to 3 PM	6 AM to 3 PM
Sheinna Benting	Cleaner	1 PM to 9 PM	1 PM to 9 PM	Day Off	1 PM to 9 PM	1 PM to 9 PM	1 PM to 9 PM	1 PM to 9 PM
Hanz Kian Badao	Dicer	Day Off	1 PM to 9 PM	1 PM to 9 PM	1 PM to 9 PM	1 PM to 9 PM	1 PM to 9 PM	1 PM to 9 PM
Anjelyn Nalinga	Dicer	6 AM to 3 PM	6 AM to 3 PM	6 AM to 3 PM	Day Off	6 AM to 3 PM	6 AM to 3 PM	6 AM to 3 PM
Jaeward Van Tique	Cashier	12 PM to 9 PM	12 PM to 9 PM	12 PM to 9 PM	Day Off	12 PM to 9 PM	12 PM to 9 PM	12 PM to 9 PM





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Jherra Ann Arcega	Cashier	12 PM to 9 PM	12 PM to 9 PM	Day Off	12 PM to 9 PM	12 PM to 9 PM	12 PM to 9 PM	12 PM to 9 PM
Jheric Corton	Bagger	12 PM to 9 PM	12 PM to 9 PM	12 PM to 9 PM	12 PM to 9 PM	Day Off	12 PM to 9 PM	12 PM to 9 PM
Kristoffer son Espinosa	Bagger	Day Off	6 AM to 3 PM	6 AM to 3 PM	6 AM to 3 PM	6 AM to 3 PM	6 AM to 3 PM	6 AM to 3 PM

Table 2.3

C. Training and Talent Management

Management training can give professionals the information and skills they need to be better organizational leaders (Indeed Editorial Team, 2023)¹¹. Talent management is putting an organization's most important resource—people—to good use. Talent management aims to build a team of loyal workers who will stay with the business long (Valamis, 2021)¹². According to Ms. Katleen Espinosa, the manager of RC Ayon General Merchandise. She supervises and provides training for seven people. She mentioned that each employee is provided with soft skills training, performance management training, and customer relationship management training. She further mentioned that they they look for people who possess skill sets that are in high demand, provide an opportunity for ongoing learning and development, and provide rewards for dedicated team members.

Training Management

Soft Skills Training	Performance Management Training	Customer Relationship Management Training
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<ul style="list-style-type: none"> • Training is provided to employees to help them become better at managing their time effectively, thinking critically, and engaging with others. 	<ul style="list-style-type: none"> • Training is provided to employees in order to increase both their performance and their productivity, 	<ul style="list-style-type: none"> • In order to maintain existing clients and generate more revenue, employees receive training on improving their relationships with customers. It is to enhance the overall experience of the customer.
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Table 3.1

Talent Management

Acquiring candidates with highly sought-after skill sets.	<ul style="list-style-type: none"> • The business recruitment strategy is to post online using social media platforms. Indicates the hiring needs as well as the job descriptions. • This method of identity verification is used by a business. During the job interview process, prospective employers frequently ask for background checks to make sure you won't be a burden to their business. • The interviewer, who is frequently a hiring manager or recruiter, asks the applicant a number of questions regarding their work history and areas of competence.
Offering continual learning and development opportunities.	<ul style="list-style-type: none"> • The business offers several learning and development opportunities to the employees to make sure that they are learning new things and improving on a daily basis. • They make their workplace inclusive so that the employees will feel that they belong to the organization. • They also provide training in order to make sure that the employees can do their tasks well. • They make sure that their efforts and hard work are recognized. • They conduct performance assessments in order to evaluate their job and to correct them if something is not going in the right direction.
Rewarding devoted team	<ul style="list-style-type: none"> • During holidays, the management makes sure that the employee receives double pay if they choose to work on that day.





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members	<ul style="list-style-type: none">Aside from that, they were also given bonuses depending on the occasion and their performance, it can be in the form of cash or goods provided as a thank you for their loyalty and hard work.
---------	--

Table 3.2

D. Development

Human resource development (HRD) refers to the strategy put in place by a company to help its personnel grow professionally. The process also improves the quality of the company's output (Werner & DeSimone, 2012)¹³. According to Ms. Katleen Espinosa, the manager of RC Ayon General Merchandise. During the times that the employees are on vacation, the owner will be the one to replace them. But she further stated that it doesn't happen so often that's why they don't have a proper development plan. If the employees are not available or on vacation, the owner along with their relatives will take over and they are the ones who would operate the business. From opening the store, even taking over the roles of cashier and bagger.

E. Performance Reviews

The primary purposes of performance reviews are reflecting on past accomplishments and planning for the future. Performance reviews have a combined function: first, to provide an objective assessment of an employee's work, and second, to help that employee grows in ways that help complete their job responsibilities (Cespedes, 2022)¹⁴. According to Ms. Katleen Espinosa, the manager of RC Ayon General Merchandise. She and the owner conducted a monthly assessment to monitor the employee's performance. The evaluation contains tracking of absences, behavior, low performance, and daily performance at work. She added that their way of monitoring their employees is effective as it helps them track down where their employees are lacking and need to improve. Additionally, she said that a





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performance review helps them increase the performance of their business.

F. Recognition and Rewards

The rewards and recognition system can recognize individuals' efforts internally or externally. When employees receive timely and fair acknowledgment and gratitude for their contributions, a culture of recognition and reward exists. Reward and recognition programs can improve employee morale and productivity (Joseph, 2020)¹⁵. According to Ms. Katleen Espinosa, the manager of RC Ayon General Merchandise. The owners are generous in providing each employee with bonuses and groceries. Aside from that, everyone received gifts during Christmas as a token of their hard work. Also, she mentioned that when they surpassed their daily quotas, they received good feedback, and the owner gave them snacks to celebrate. Additionally, she said that everyone loves their jobs not only because of incentives but because they always receive encouragement, and the owner recognizes all their hard work.

G. Employee and Labor Relations

Workplace conflicts, regulations, processes, and employee performance are just some topics that Employee and Labor Relations can guide (University of Pittsburgh, 2023)¹⁶. Staff members and supervisors' benefit from the combined efforts of employee and labor relations when learning and implementing policies and procedures. They also investigate and address complaints and grievances. According to Ms. Katleen Espinosa, the manager of RC Ayon General Merchandise. One thing they love about working in RC Ayon is that the store owner is generous when compensating for their overtime, working on rest days and holidays. They are all paid double. In addition, even though they are a small business, they are given a rest day. She





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further stated that everyone has time to rest without a reduction in their salary.

H. Health and Safety Risks Program

A business's health and safety program are the tactical implementation of its policy or plans to create a risk-free workplace. The approach may also incorporate public health and environmental protection measures. Health and safety aim to eliminate, minimize, or otherwise manage dangers to people's health in the workplace and the home (Zafar, 2023)¹⁷. According to Ms. Katleen Espinosa, the manager of RC Ayon General Merchandise, the store owner is rigorous regarding health and safety risks. They conduct fire drills once a year, and employees are expected to know every hotline. Also, she added that business owners must have a mandatory check-up of wires and electricity to avoid causing a fire. She also mentioned that they are trained when an inside job happens and emphasized the importance of CCTV. Regarding health, they sanitize the store, wear a mask, and employees must report when they feel sick. She also added that they are always instructed to observe hazardous objects and situations to prevent harm to their customers and fellow employees.

Safety Risks Program Schedule

January - December	<ul style="list-style-type: none">• Check-up of wire electricity and cables.• Check-up of monitors, CCTV, electric fan, and lights.
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April	<ul style="list-style-type: none"> • Fire drills.
Everyday	<ul style="list-style-type: none"> • Sanitizing the store.

Table 4.1

Recommendation

The HR department takes many measures to promote a positive work environment where employees feel respected and appreciated. Human resource management that is both effective and efficient, is essential to the success and expansion of any organization. It is so because a company's employees are the foundation upon which it stands (Imm, 2021)¹⁸. This part highlights the significance of proper management of human resources. The following questions will be given recommendations: How should the activities of RC Ayon General Merchandise be modified in such a way as to make them more successful and increase their viability? Moreover, What kind of contributions are the employees making to the overall improvements of the RC Ayon General Merchandise?

Recommendations

Problem	Recommendations
Failure to read expiration dates and spoilage	<ul style="list-style-type: none"> • Expiration of goods and products is possible in a grocery store. However, expiration can be prevented if the dicer of RC Ayon regularly checks the expiration date. • The dicer should list the product's expiration dates to monitor it to avoid having expired products.
Delay of deliveries from suppliers	<ul style="list-style-type: none"> • Delay of deliveries is something that is inevitable. However, to avoid inconveniences, RC Ayon can have other suppliers in order to fill the delays in products in case the original supplier is not





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	<p>available.</p> <ul style="list-style-type: none">• The business owner must contact the supplier to resolve the issue for the convenience of both parties.
Shortage of supplies of goods	<ul style="list-style-type: none">• In order to keep RC Ayon General Merchandise from experiencing shortages that result in reductions in their earnings, the business needs to engage in supply chain forecasting, which involves applying the process of estimating demand, supply, or pricing for a range of products.
Defect of goods	<ul style="list-style-type: none">• To prevent this, the staff members should inspect the products upon delivery to ensure they are of the highest quality.• Additionally, they should ensure that the products are stored in a safe and dry place to prevent defects.

Table 5.1

Acknowledgement

This paper would not have been possible without the consent of the owner of RC Ayon General Merchandise. We are especially indebted to Ms. Kathleen Espinosa, the Manager, who also permitted us to conduct an interview. Ms. Kathleen has been very supportive throughout the paper's compilation and actively responded to all our





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needed information. Our group will take care of all of Ms. Kathleen Espinosa's provided information. We are forever grateful to the owner and manager of RC Ayon for showing trust, support, and willingness to help us complete our paper.

We also sincerely thank our professor in Human Resource Management, Mr. Leonardo Cada, for the guidance and encouragement to finish our paper. Also, this paper will not be complete without the effort and cooperation of our group members, Ms. Anna Cavestany, Ms. Natasha Mariano, and Ms. Mikkaela Pangilinan.

First Interview Picture:



Second Interview



Picture:

Figure 2.1

First Interview Consent:

https://docs.google.com/document/d/1xvnW88XfryH9HktCEVx0WDYf3IR0OCN4Tunkh_43Brk/edit

First Interview Video Recording:

<https://drive.google.com/file/d/1-QOrf06MnGJwH5bBycdP2opchNq9lbWr/view>

Second Interview Consent:

https://docs.google.com/document/d/1tNZB9sW2xNXSq2kgtsvVJ9QyazM7_tw_48MkXtHdwX8/edit

Second Interview Video Recording:





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All the tables and figures were originally created by the group.

Appendix B Questionnaire

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1. For our first question, we would like to know how you recruit employees. Do you have a selection process?
2. For our second question, do you have a business calendar? Such as calendars of activities or calendars of people. For instance, are you conducting team buildings every year?
3. For our third question, How many people do you supervise? Are you providing any training for those seven workers?
4. How do you acquire candidates?
5. What learning and development opportunities do you offer your employees?
6. Are you rewarding devoted team members?
7. Who will take care of things while you're away? For instance, who will cover for you if you are going on vacation? Do you provide development and training for staff in this type of situation?
8. First, how can your organization evaluate your employees' performances? How do you correct them if they are performing less than they are required to?
9. Do you reward your employees if they perform well? How can you make sure that you are giving enough motivation to your employees?
10. Do you have Labor Relations like paid overtime?
11. How can you guarantee that your employees' health and safety are being taken care of? What are the extraordinary measures that you have in your organization?
12. What are the common problems your business faces?





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Appendix C Case Studies as Support to Recommendation

1. A case study by Panzo Nteka last 2018 tackles the small retail grocery stores strategies.

Nteka, P. (2018). *Small business owners strategies in the retail grocery sector*. Walden University Research.

<https://scholarworks.waldenu.edu/cgi/viewcontent.cgi?article=6922&context=dissertations>





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Endnote References:

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